

FIG. 1

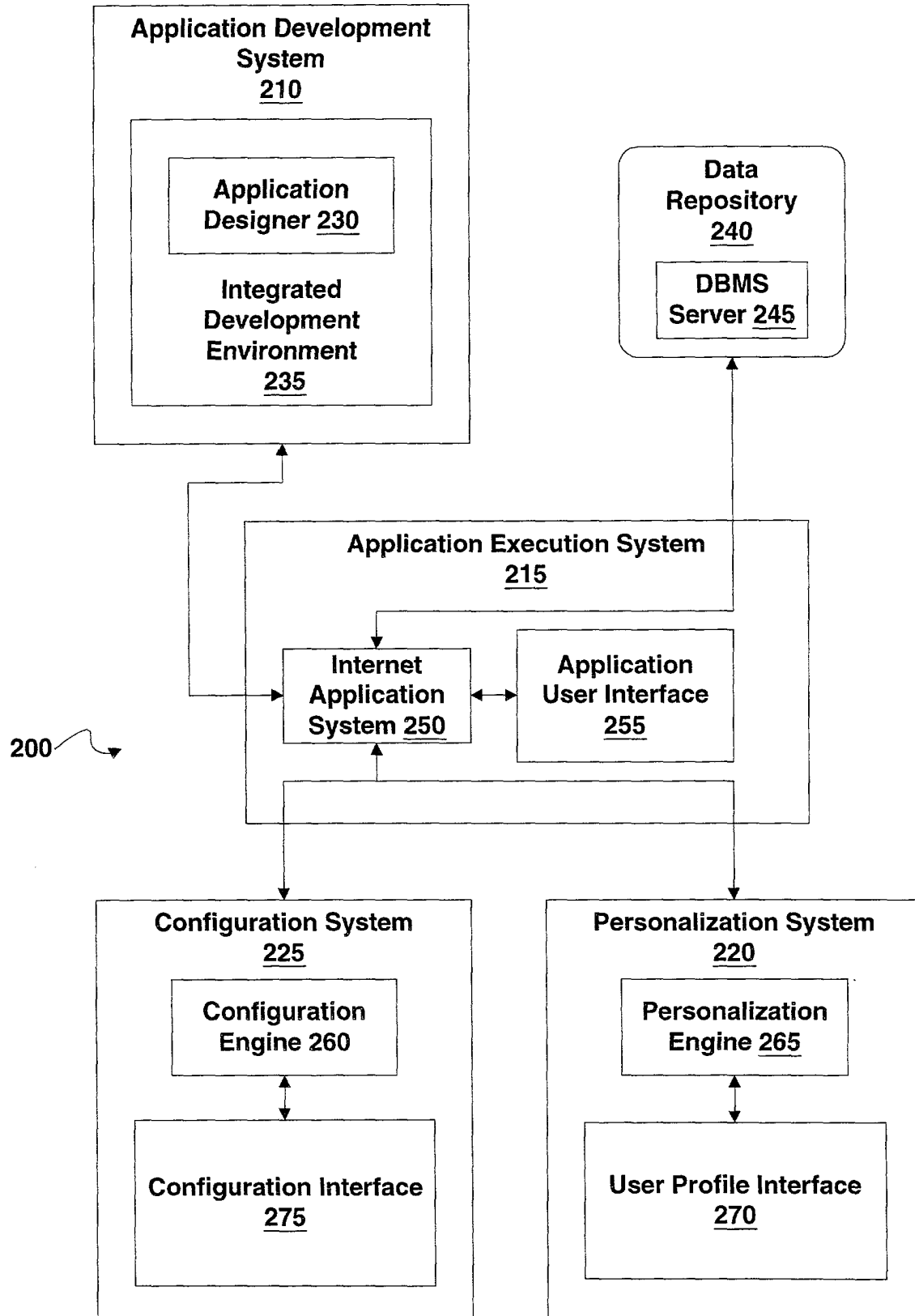
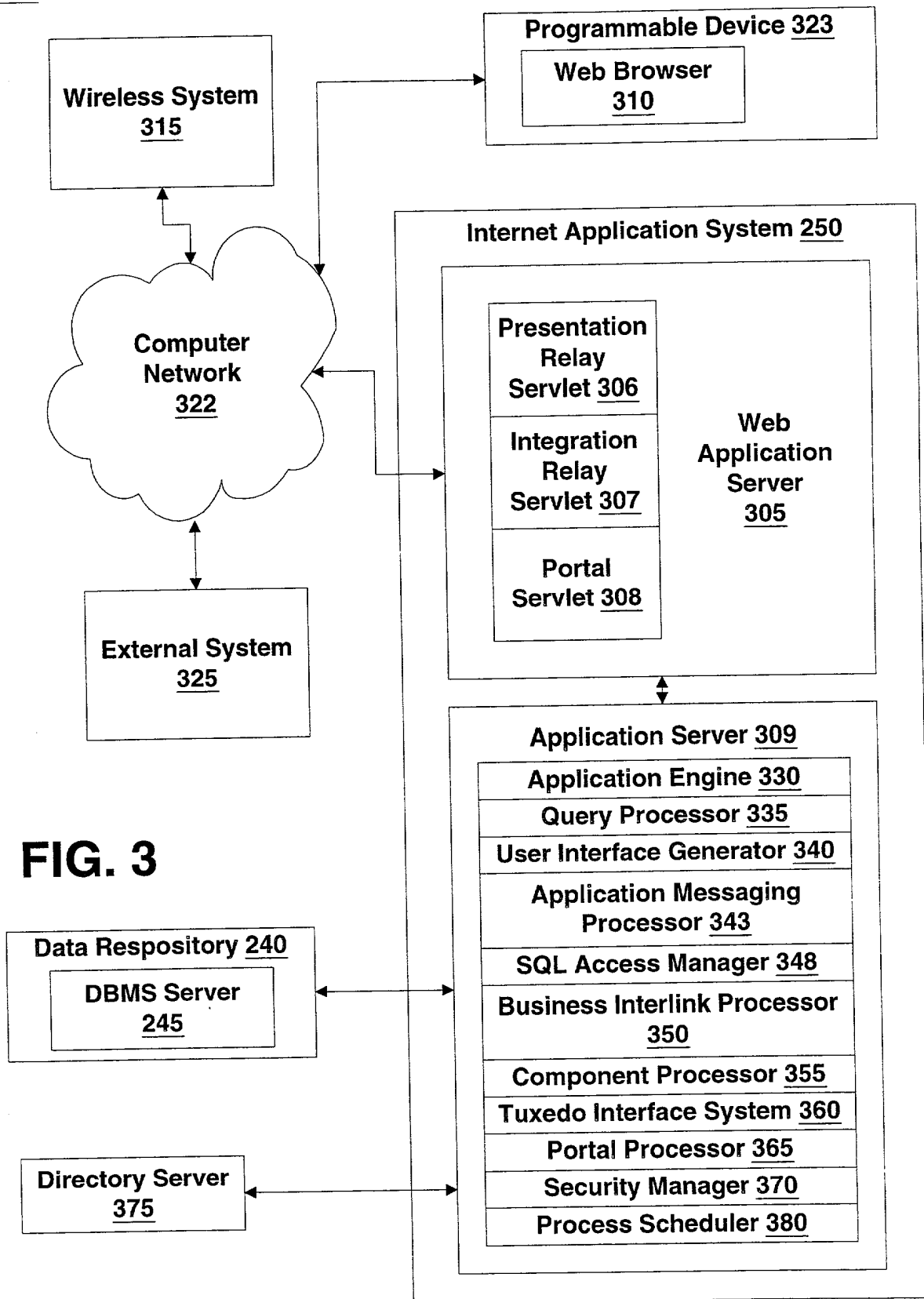


FIG. 2



DBMS Server 245

PeopleCode 420

**Configuration
Data 440**

Application Component Data 430

User Profile 450

Personalization Data 473

**Element
Personalization Data
476**

**Page Personalization
Data 479**

**Component
Personalization Data
482**

**Internet Application
Personalization Data
485**

**User Information
470**

FIG. 4

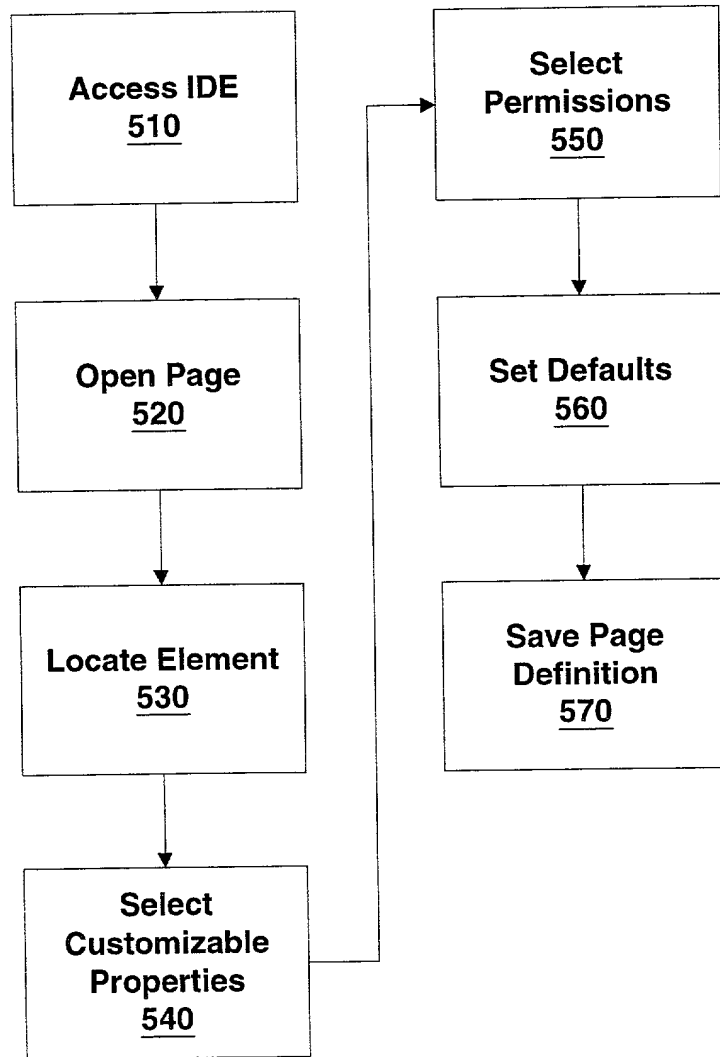


FIG. 5

6060

610

620

650

640

Application Designer - Untitled - RC_CASE_HIDENG (page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

RC_CASE_HIDENG (Page)

Page Designer Order

Name	Department	Business Unit	Location	Phone	Email	Preferred Contact Method	Preferred Contact Details	Product	Asset Tag	Summary	Description	Summary
AAAAAAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAAAAAA	NNNNNNNNNNNNNNNNNN	NNNNNNNNNNNNNNNNNN	NNNNNNNNNNNNNNNNNN	NNNNNNNNNNNNNNNNNN	NNNNNNNNNNNNNNNNNN	NNNNNNNNNNNNNNNNNN	AAAAAAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAAAAAA

Product

Asset Tag

Summary

Description

Summary

Build Find Object References Upgrade Results Validate

Really

FIG. 6

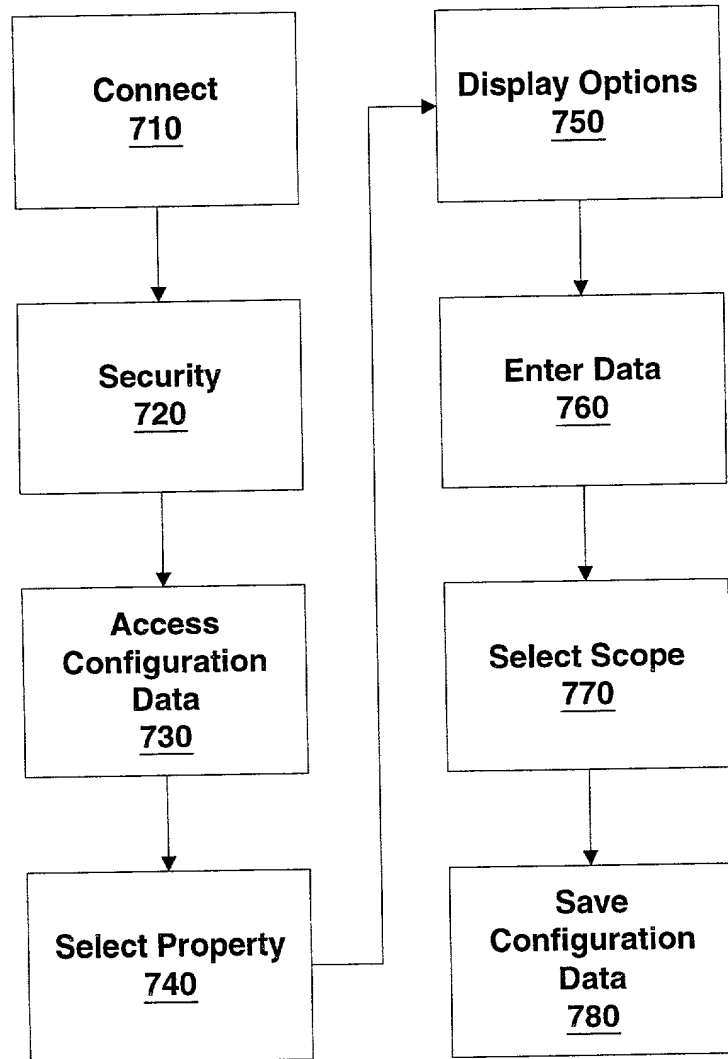


FIG. 7

Administrator Personalization Opt - Microsoft Internet Explorer







File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Links

Address http://localhost:7001/servlets/clientService/peoplesoft/frm-admin

Home View Worklist Help New Window

Administrator Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS Accessibility Features			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
ADBTN Tab over AddDel Buttons (+/-)			<input type="checkbox"/>	<input type="checkbox"/>	PM
ADES Afternoon designator (PM, pm)			<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$
CALBTN Tab over Calendar Button			<input type="checkbox"/>	<input type="checkbox"/>	L
CSYM Currency Symbol			<input checked="" type="checkbox"/>	<input type="checkbox"/>	M
CSYMP Currency Symbol Position			<input checked="" type="checkbox"/>	<input type="checkbox"/>	N
DCSP Decimal Separator			<input type="checkbox"/>	<input type="checkbox"/>	
DFRMT Date Format			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
EXPERT Expert Entry			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
GRDTAB Tab over Grid Tabs			<input type="checkbox"/>	<input type="checkbox"/>	
HDRICN Tab over Header Icons			<input type="checkbox"/>	<input type="checkbox"/>	
LKPBTN Tab over Lookup Button			<input checked="" type="checkbox"/>	<input type="checkbox"/>	PM
LTZONE Local Time Zone			<input checked="" type="checkbox"/>	<input type="checkbox"/>	AM
MDES Morning designator (AM, am)			<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Done Local Intranet

FIG. 8

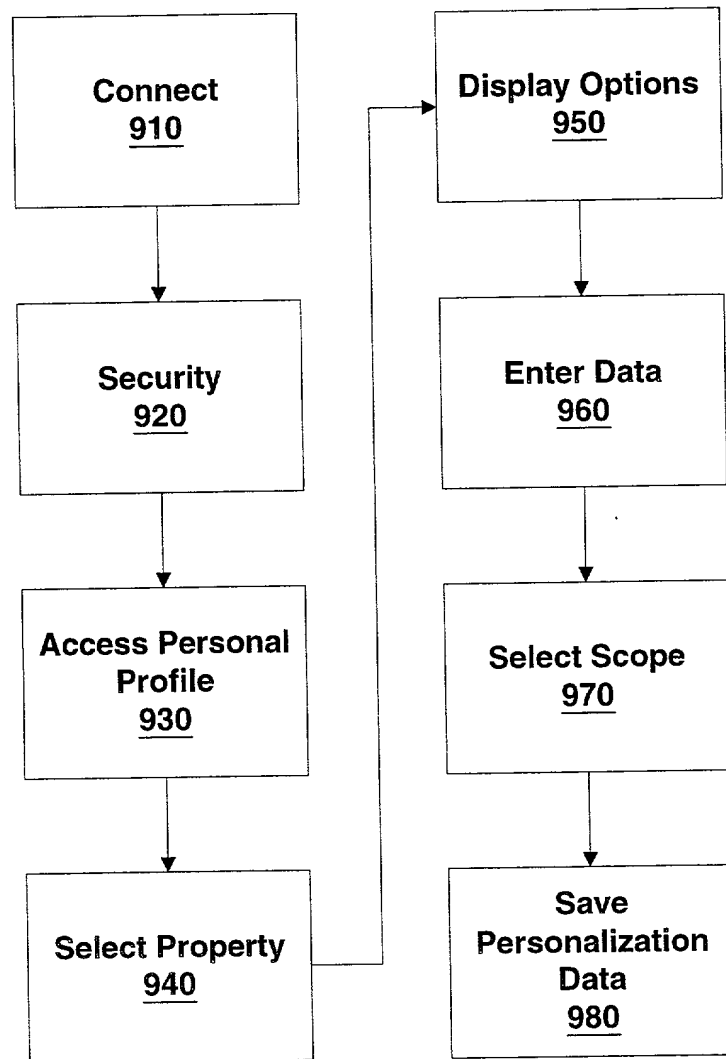


FIG. 9

Shell Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Go Links

Address http://localhost:7001/services/client/servlet/peoplesoft/crm-startba

Home New Window Help

General Profile Information

Opriid for CRMSKT, CRMOABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect

My preferred language for reports and email is: English

Currency Code: \$

Set Personalizations

Email

E-mail Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your ratings

Alternate User ID:

From Date: (example 12/31/2000)

To Date: (example 1/23/2000)

Miscellaneous User Links

Local intranet

1005

1010

1020

270

Fig. 10A

270

830

Fig. 10B

1030.

1060

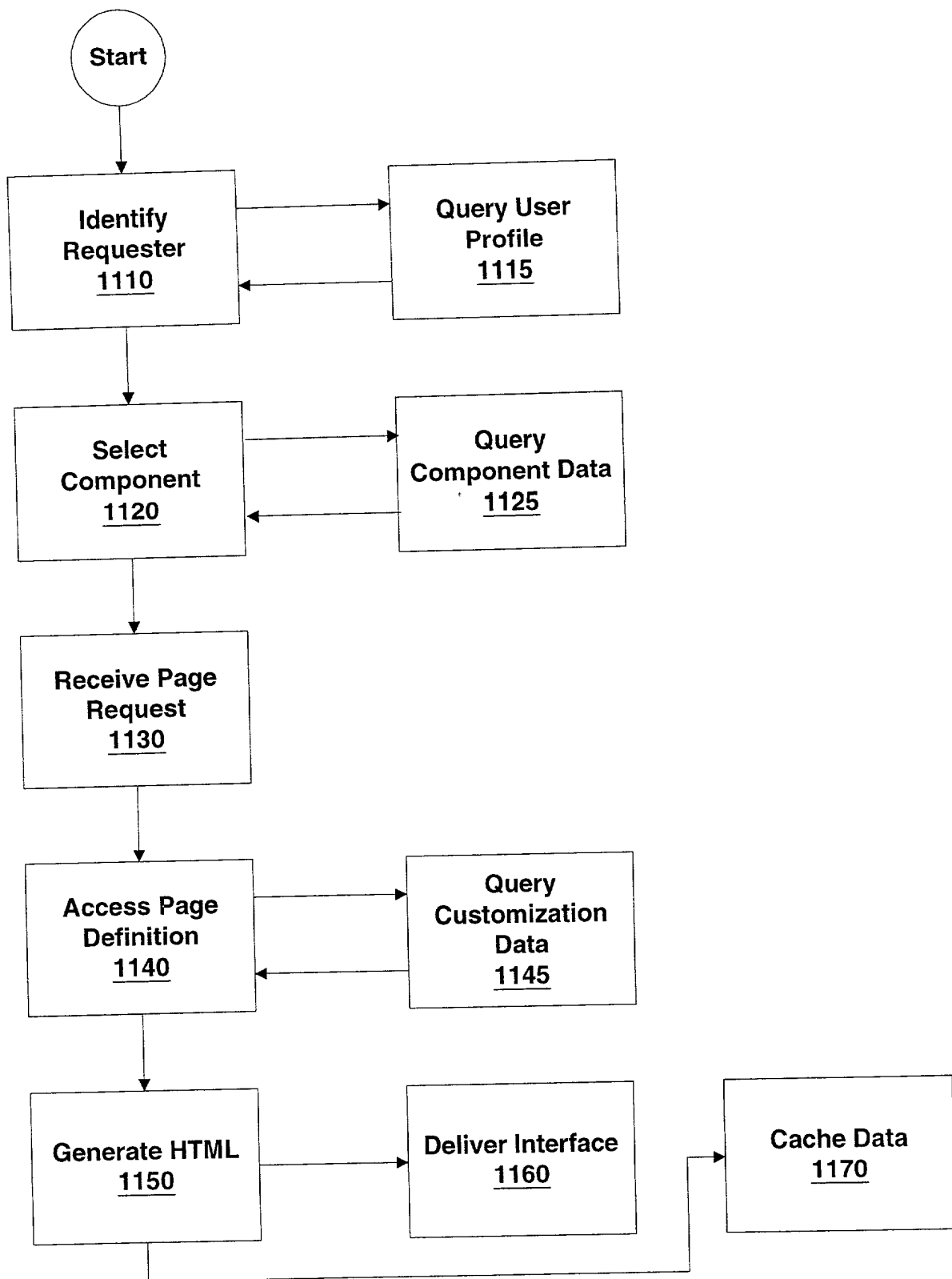


FIG. 11

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Go Links

Address http://localhost:7001/services/client/service/peoplesoft/pcmd=state

Address Info

Address Set: 1

Address Detail

Effective Date: 07/25/2001 1310

Address Type: Business 1340

Description: 1330

Country: USA United States 1320

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County: CA 1335

State: California

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Status: Active 1208 1330

Address ID: 1335

Submit

Phone Info

Phone Type: Description Primary Prefix Telephone Phone Extension

Business Desk 1335

Done Local Intranet

FIG. 13A

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Home ? Help

Address http://localhost:7001/services/clientserver/peoplesoft/?cmd=static

Address Info

*Address Set: 1

Address Detail

*Effective Date: 07/25/2001

*Status: Active

*Address Type: Business

Description: 1360

Country: USA

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

State: CA

Time Zone: PST

Last Modified: 07/25/2001 2:36PM PDT VP1

1310

1340

1350

255

1330

1320

1335

Submit

View All First 1 of 1 Last

*Phone Info

*Phone Type: Business

*Description: Desk

*Primary: ☒

*Int'l Prefix: 001

*Telephone: 925 684 9479

*Phone Extension:

View All First 1 of 1 Last

Local intranet

FIG. 13B

Address Detail	
1310	*Effective Date: 07/25/2001
255	*Address Type: Business
	Description:
	Country: USA
1350	Address 1: PeopleSoft Parkway

*Status: 1300
*Address ID: 1320

FIG. 13C

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost:7001/services/client/service?cmd=stat&id=1330>

Home Page Forward Back Help

Address Info

Address Seq: 1 View All First 1 of 1 Last

Address Detail

View All First 1 of 1 Last

*Effective Date: 07/25/2001 ☐ *Status: Active ☒ *Address ID: 1208

*Address Type: Business ☐ *Description: ☐

Country: USA ☒ United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA ☒ California

Time Zone: PST ☐ Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Postal: 94505

☐ Submit

Phone Info

View All First 1 of 1 Last

Phone Type	Description	Primary	Int'l Prefix	Telephone	Extension
Business	Desk	<input checked="" type="checkbox"/>	001	925 684 9479	<input type="text"/>

1310 1340 1350 1330 1320 1335 255

Fig. 13D

Local intranet



Personalization

Option	Default Value	Override Value	Explain
Accessibility Features	No		Explain
Tab over Add/Edit Buttons (+)	No		Explain
Afternoon designator (PM, pm)	PM		Explain
Tab over Calendar Button	No		Explain
Currency Symbol	\$		Explain
Currency Symbol Position	Loading		Explain
Decimal Separator	NUMERO		Explain
Date Format			Explain
Date Separator			Explain
Local Time Zone	Pacific Time, Indiana		Explain
Morning designator (AM, am)	am		Explain
Fullble Row Insert	Yes		Explain
Save Confirmation	Yes		Explain
Save Warning	Yes		Explain
Time Format	h:mm:ss (S US AM)		Explain
Time Separator			Explain
Thousand Separator			Explain

1370

FIG 13E

Microsoft Internet Explorer

Address: http://localhost:7001/pservlets/client/service/peoplesoft8/7cmd=startr8

Home > PeopleTools > Maintain Security > User > Permission Lists

General Pages PeopleTools Process Sign on Times

Permission List ALLPANELS

Description All Panels

Menu Name	Find View Add First 1 2 3 4 5 6 7 8 9 10 Last
ADMINISTER_SECURITY	1495
APPLICATION_ENGINE	1420A
APPMONITOR	1420B
CALLCENTER	1410
CIC_PAGELETS	255
CMV_SCHEMA_MAP	1420P
CRM_OPEN_WORKLIST	
CRM_PORTAL_COMPONENTS	
CRM_TRANSFORM_UTILITY	
CTL_CONFIGURATION	
CUBE_MANAGER	
EDL_MANAGER	
ESTABLISH_BUSINESS_UNITS	
MAINTAIN_PRODUCT_CONFIGURATOR	
MAINTAIN_SECURITY	
MAINTAIN_SOLUTION	

Local intranet

FIG. 14A

FIG. 14B

1470

Grid Properties

General | Columns | Label | Use

General Attributes

Main Record: PSACLMENU

Page Field Name: PSACLMENU

Occurs Level: 1

Occurs Count: 1

Unlimited Occurs Count (rows)

1480

1490

270

OK Cancel

FIG. 14B

SECRET 960600T

Home > PeopleTools > Maintain Security > Use > Permission Lists		
General	Pages	PeopleTools
Permission List ALL PANELS		
Description All Panels		
ADMINISTER_SECURITY	Edit Components	
APPLICATION_ENGINE	Edit Components	
APPMONITOR	Edit Components	
CALLCENTER	Edit Components	
CIC_PAGELETS	Edit Components	
CNV_SCHEMA_MAP	Edit Components	
CRM_OPEN_WORKLIST	Edit Components	
CRM_PORTAL_COMPONENTS	Edit Components	
CRM_TRANSFORM_UTILITY	Edit Components	
CTI_CONFIGURATION	Edit Components	
CUBE_MANAGER	Edit Components	
EDI_MANAGER	Edit Components	
ESTABLISH_BUSINESS_UNITS	Edit Components	
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components	
MAINTAIN_SECURITY	Edit Components	
MAINTAIN_SOLUTION	Edit Components	
MANAGE_INTEGRATION_RULES	Edit Components	
MASS_CHANGE	Edit Components	
NVISION	Edit Components	
PORTAL_ADMIN	Edit Components	
PORTAL_COMPONENTS	Edit Components	
PORTAL_PERS_HOMEPAGE	Edit Components	
PROCESSMONITOR	Edit Components	
PROCESS_SCHEDULER	Edit Components	
QUERY_MANAGER	Edit Components	
RA_CAMPAIGN_MANAGEMENT	Edit Components	
RA_CM_STRUCTURE	Edit Components	
RB_DEFINE_PRODUCTS	Edit Components	
RB_GENERAL_OPTIONS	Edit Components	
RB_INTEGRATION_OPTIONS	Edit Components	
RB_MANAGE_COMPETENCIES	Edit Components	
RB_MANAGE_CUSTOMER_INFORMATION	Edit Components	
RB_MANAGE_WORKFORCE	Edit Components	
RB_PROCESS_INBOUND_TRANS	Edit Components	
RB_STRUCTURE_SEARCHING	Edit Components	
RB_WORKER_CALENDAR	Edit Components	
RC_SELF_SERVICE	Edit Components	
RC_SOLN_MGMT	Edit Components	
REPORT_BOOKS	Edit Components	
REPORT_MANAGER	Edit Components	
RF_AGREEMENTS	Edit Components	
RF_DEFINE_ITEMS	Edit Components	
RF_DEFINE_ITEM_CONTROLS	Edit Components	
RF_MAINT_ENTITLEMENTS	Edit Components	
RF_MANAGE_RMA	Edit Components	
RF_SERVICE_ORDER	Edit Components	
RF_STRUCTURE	Edit Components	
RI_CIC_HOME	Edit Components	
RI_INTERACTION	Edit Components	
RI_SETUP	Edit Components	
RM_DELTA_UTILITY	Edit Components	
RSF_FORECAST	Edit Components	
RSF_LEADS	Edit Components	
RSF_OPPORTUNITY	Edit Components	
RSF_PRTL	Edit Components	
RSF_SETUP_TABLES	Edit Components	
RSF_TERRITORY	Edit Components	
STRUCTURE_PROCESS_AUTOMATION	Edit Components	
STRUCTURE_RC	Edit Components	
TRANSLATE	Edit Components	
TREEMANAGER	Edit Components	
TREE_MANAGER	Edit Components	
UTILITIES	Edit Components	
WORKFLOW_ADMINISTRATOR	Edit Components	
WORKLIST	Edit Components	

1410
1420A
1420B

1420P
1420Q

225

FIG. 14C

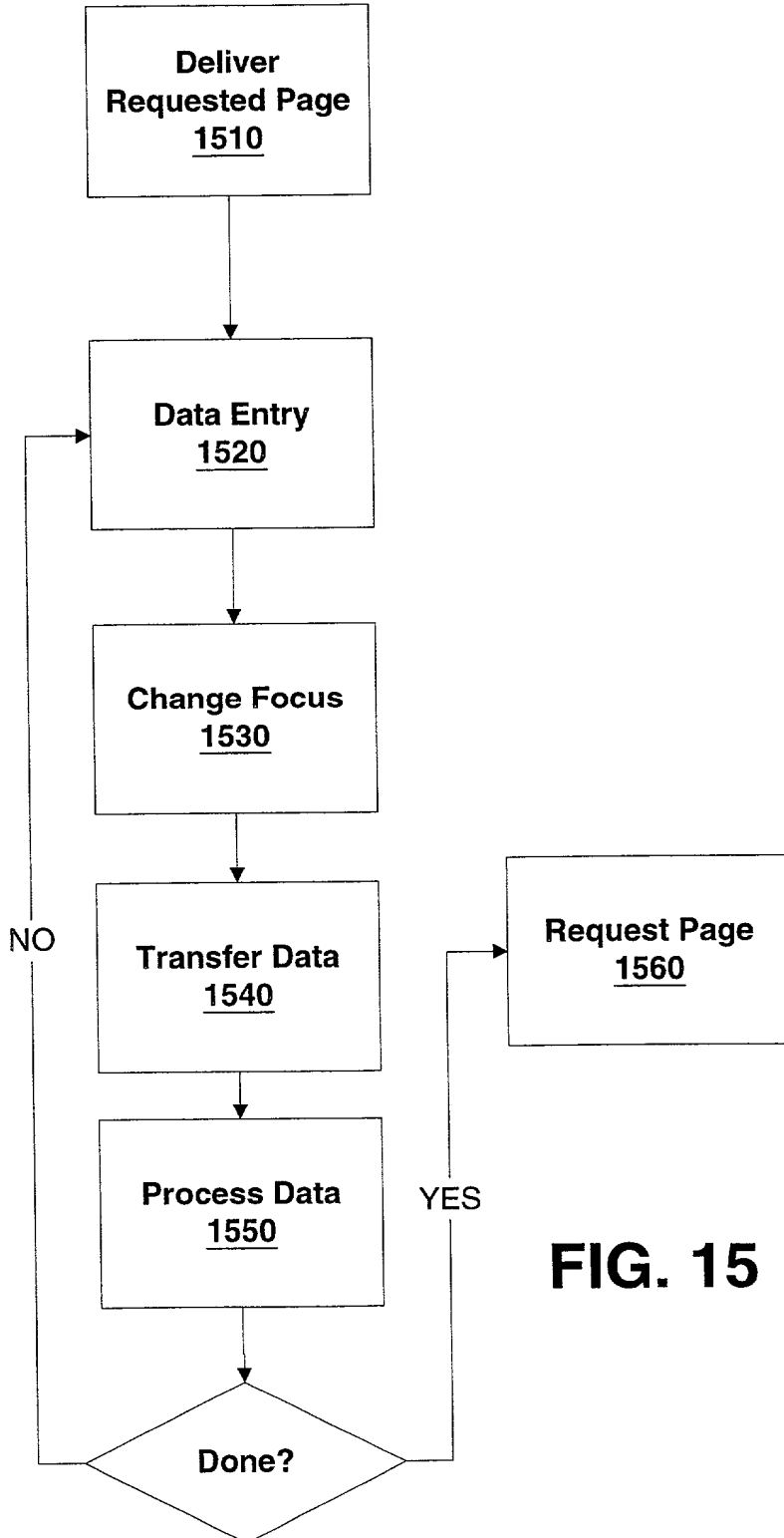


FIG. 15

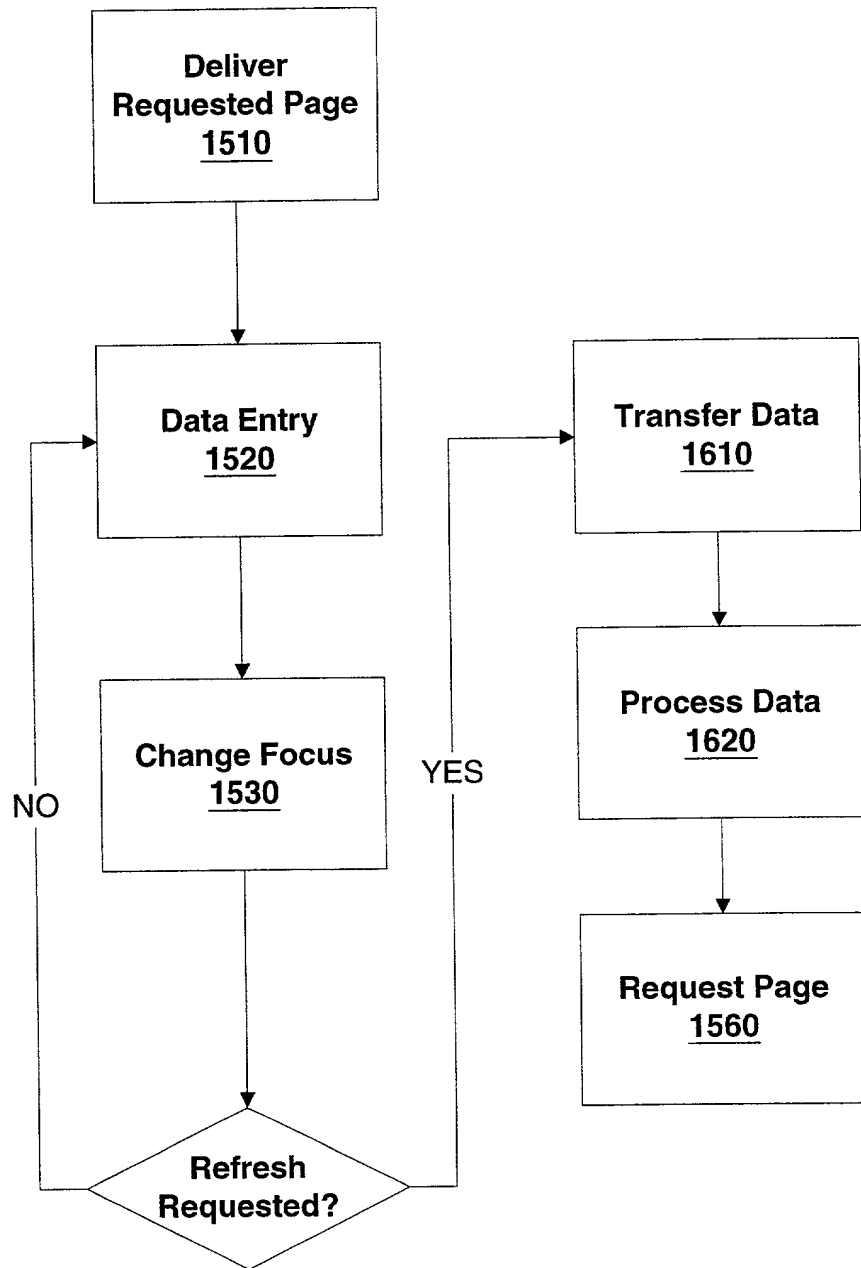


FIG. 16

104496.1000T 960400T

Component Properties

General | Use | Internet

Search Page

Primary Action

☐ New

☒ Search

Default Search Action:

Update/Display

Default Search/Lookup Type:

☒ Basic

☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page --

Message Set/Nbr:

124

62

Link To Access Search Page --

Message Set/Nbr:

124

63

Instructional Text --

Message Set/Nbr:

124

50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive

☐ Deferred

☒ Allow Expert Entry

Toolbar

Selected Toolbar Actions:

☒ Save

☐ Return to List

☐ Next in List

☐ Previous in List

☐ Next Page in Component

☐ Previous Page in Component

☒ Refresh

☒ Disable Toolbar

☐ View WorkList

☐ Next in WorkList

☐ Previous in WorkList

☐ Add

☐ Update/Display

☐ Update/Display All

☐ Correction

OK

Cancel

275
1710
1720
1730
1740

FIG. 17A

1770 1780 1790

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History

Address http://localhost:7001/servlets/clientservlet?cmd=status

Home View/Nothist Help Sign Out

Address Info

Address Seq: 1 View/All First 1 of 1 Last

Address Detail

*Effective Date: 07/25/2001

*Status: Active

*Address Type: Business

*Address ID: 1208

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

Postal: 94505

Country: CA California

State:

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

☐ Expert Entry

☐ Submit

Phone Info

View/All First 1 of 1 Last

Phone

Phone Type Description Primary Prefix Int'l Telephone Extension

Business Desk 001 925 694 9479

Done

Fig. 17B